

# Overview for dental members

## Aetna Navigator® Member Website



### Your secure Aetna member website

As an Aetna member, you can use Aetna Navigator as your online resource for personalized benefits and health information. You can take full advantage of our interactive website to complete a variety of self-service transactions online.\*

*Need temporary dental member identification information or a replacement member ID card? Want to change a primary care dentist (PCD)? Do you need to check the status of a claim?*

You can do it all online — 24 hours a day, 7 days a week — from wherever you have Internet access.

\*For Dental Maintenance Organization® (DMO) members only.

\*\*For Dental PPO/PDN and Vital Savings by Aetna® members only.

\*\*\*If included in your plan.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer dental benefits coverage include: Aetna Dental Inc., Aetna Health of California Inc., Aetna Health of Illinois Inc., Aetna Health of the Carolinas Inc., Aetna Life Insurance Company and/or Aetna Health Inc. In Arizona and Texas — Aetna Dental Inc., Aetna Health Inc. and/or Aetna Life Insurance Company (Aetna). Each insurer has sole financial responsibility for its own products.

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**Aetna Navigator helps you make the most of your dental benefits plan.**

**You can also:**

- Review who is covered on your plan
- Find a participating dentist
- Learn the estimated cost of common dental procedures in your area before they are performed
- Receive personalized health and benefits messages\*\*
- Contact Aetna Member Services

In addition, you'll have access to credible health information on the Web.

### Key features\*\*\*

#### Review your plan and benefits information

- Who is covered, PCD selections, dental claims status and Claim Explanation of Benefits (EOB) statements.
- Flexible Spending Account (FSA) status, account balance(s), payment details, and tools for understanding and managing health care and dependent care spending accounts.

**Instant personalized benefits and health information available online.**

### Aetna members, register today!

**Registering for Aetna Navigator is quick and easy. Here's how:**

- Go to **www.aetna.com** and select Aetna Navigator.
- Click on the "Register Now" link.
- Complete the requested information to verify that you are an Aetna member.
- Select a user name, password and security phrase. Once your registration is complete, your user name and password will give you access to all the features of Aetna Navigator. You will receive a confirmation postcard via the U.S. Postal Service at the address we have on file. You can find help with questions about registration, security and software by clicking on "About Registration" at the top of the online registration form. Personal registration assistance is available toll free, Monday through Friday, from 7 a.m. to 9 p.m. ET at **1-800-225-3375**.

**We want you to know®**



## Aetna Navigator puts you in charge

### Take Action On Your Health<sup>SM</sup>:

- Print wallet-size temporary dental ID cards and order replacement member ID cards
- Use your personalized DocFind<sup>®</sup> online directory to find dental care professionals and facilities that participate in your plan — in English or Spanish
- Get Aetna Member Services phone numbers and mailing addresses
- Send secure e-mails to Aetna Member Services (also available in Spanish); from the claims detail page, send messages about specific claims with important information already filled in
- Ask for e-mail alerts when new information, such as Explanation of Benefits (EOB) statements, becomes available
- Print standard Aetna forms

### Link to health information:

- Visit Simple Steps To Better Dental Health<sup>®</sup> at **[www.simplestepsdental.com](http://www.simplestepsdental.com)**. Developed along with Columbia University College of Dental Medicine, it's a family-friendly dental information resource with lots of information and handy tools.

And it's designed to help you prevent problems, understand conditions and explore treatments for dental needs.

- Search the Healthwise<sup>®</sup> Knowledgebase for information about thousands of health topics (in English and Spanish). You can log in using your secure member website at **[www.aetna.com](http://www.aetna.com)**.

## The smart new way to learn about your health

With just one search, Aetna SmartSource<sup>SM</sup> gives you relevant information to help you make important decisions about caring for your health needs.

Whether researching a condition, symptom, procedure or other health topic, Aetna SmartSource scans Aetna's vast resources to bring you, in a single search:

- Easy-to-understand health articles and tips
- Related medications, treatment options and estimated health costs
- Aetna programs that may help them manage their condition

Aetna SmartSource is available on your secure member website.



**Don't delay!  
Visit your secure  
website today.**

**[www.aetna.com](http://www.aetna.com)**

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Dental benefits and dental insurance plans contain exclusions and limitations. Aetna does not provide care or guarantee access to health services. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to **[www.aetna.com](http://www.aetna.com)**.

Policy forms issued in Oklahoma include: GR-9, GR-9N, GR-23 and/or GR-29.